

**Veronica Voelker**

Distribution Construction Supervisor | Utility Asset Management & Joint Use

2949 CR 437, Thorndale, TX

[docsautumnlana@gmail.com](mailto:docsautumnlana@gmail.com) | (737) 216-2208

**Professional Summary**

Distribution Construction Supervisor with over 15 years of experience in utility asset management, joint use operations, and regulatory compliance. Skilled in interpreting and applying FERC, NERC, ERCOT, FCC, and PUC regulations. Proven leader in process improvement, stakeholder collaboration, and team development. Known for driving operational efficiency and ensuring regulatory alignment across departments.

**Professional Experience**

**Austin Energy** – Austin, TX

**Distribution Construction Supervisor – Joint Use / Pole Attachments**

*May 2024 – Present*

- Enforced licensee compliance with regulatory and contractual obligations
- Led process improvement initiatives and team development
- Reduced licensee violation backlog by 27% within 6 months
- Cut overdue NJUNS ticket steps by 62%
- Reduced overdue accounts by 75%
- Managed timelines from Texas PUC, legislature, and FCC
- Aligned interdepartmental operations with regulatory obligations

**Austin Energy** – Austin, TX

**Power Production Regulatory Compliance Utility Process Consultant**

*Jan 2022 – May 2024*

- Led compliance and audit readiness for natural gas plants (FERC, NERC, ERCOT)
- Delivered zero-findings weatherization audit reports
- Provided regulatory intelligence and impact assessments to leadership
- Built and maintained governmental relationships
- Developed training materials and conducted staff training

**Portland General Electric – Portland, OR**

**Program Manager – Facility Inspection & Correction (FITNES)**

*May 2016 – Dec 2018*

- Managed a 26-member team inspecting overhead and underground facilities
- Partnered with Oregon PUC on safety and compliance
- Negotiated mandated corrections to reduce costs and customer impact
- Oversaw inspection and correction of 30,000 poles, 39,000 conductor miles, and 11,000 underground units annually

**Contract Administrator – Joint Use & Utility Asset Management**

*Oct 2011 – May 2016*

- Ensured regulatory and contractual compliance of power facilities
- Led contract development, negotiation, and enforcement
- Acted as SME on NESC and Oregon Administrative Rules
- Managed enforcement actions and negotiated penalties

**Progressive Roles – Service & Design / Joint Use**

*May 2006 – Oct 2011*

- Project Manager for residential/commercial services and fiber installations
- Joint Use Coordinator Lead overseeing licensee operations
- Billing Specialist managing licensee accounts
- Administrative Support in utility asset management

**Education & Certifications**

- **MBA**, Marylhurst University – Marylhurst, OR
- **B.S.**, Portland State University – Portland, OR
- **Project Management Professional (PMP)** – Project Management Institute
- Lean Six Sigma Yellow Belt
- Program on Negotiation – Certificate of Completion, Harvard Law School

**Skills**

- Utility Asset Management & Joint Use

- Regulatory Compliance (PUCT, FCC, FERC, NERC, ERCOT, OPUC, NESC, OARs)
- Contract Development & Negotiation
- Process Improvement & Workflow Optimization
- Team Leadership, Coaching & Development
- Vendor & Licensee Accountability
- Safety & Risk Management
- Cross-Departmental Collaboration
- Customer & Stakeholder Engagement
- Program & Project Management